

2023

Case Analysis: Downer EDI Limited



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Management of Social Impact – MGMT704

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Introduction

Brief background of the firm

Downer Group is a leading provider of integrated services that design, build, and sustain assets in Australia and New Zealand. Primarily based in these countries, Downer has approximately 33,000 employees across three hundred sites. They pride themselves on their customer focused approach and work hard to build and sustain good relationships with their customers. Downer is listed on the Australian Securities Exchange and New Zealand Stock Exchange as Downer EDI Limited (DOW) and laid its first foundations in the 1800s. This gives Downer a history dating back 150 years. A few services that Downer focuses on but are not limited to are Transport, Utilities, Facilities and Asset Services. Urbanisation pressures and how to deal with population growth are some of the examples of what Downer helps their customers with (Downer, 2022).

Analysis and Discussion

Shared Value Creation

Redefining Productivity within the Value Chain

Reconceiving products and markets

Supporting the local industries where the business operates

Stakeholder Assessment

Corporate Social Performance (CSP) Assessment

Responsibility Category

Stakeholder Responsiveness

Issues Maturity

Organisational Implementation

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Appendices